

**SERVICE ALERT AGENT FOR A COMPUTER SYSTEM****ABSTRACT OF THE INVENTION**

5           The present invention is embodied in a system and method for providing easy and convenient access to product indicia for computer related products with a service alert agent that incorporates important indicia about the product and can be easily accessed from a single area. In general, the present invention is an electronic service alert agent for providing complete access to information that can be used to identify the product, such as serial number, model number, product number, configuration specifications, etc. In one embodiment, the service alert agent is incorporated in the manufacturers external logo, which is typically imprinted on a clearly visible portion of the product. As a result, the user can easily access all the important product indicia via the clearly visible logo of the particular manufacturer.